



CITY OF HOUSTON

Job Posting

	BJW
1	Applications accepted from: ALL PERSONS INTERESTED
2	Job Classification Customer Service Representative I
3	Posting Number PN# 111660
4	Department PARKS AND RECREATION
5	Division Director's Office
6	Section Administrative
7	Reporting Location 2999 SO. WAYSIDE*
8	Workdays & Hours M – F, 8 a.m. - 5 p.m.*
	*Subject to change
9	DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS This individual will research, analyze and resolve customer inquiries for the Office of Director. Provide general information on Park programs, sites and events. Respond to telephone inquiries using the automatic call distribution system to provide information on program sites and events. Perform data entry to maintain record information. Distribution of mail to customers, citizen and inter departmental. Refer customers to appropriate agencies and partners that require assistance. Assist other divisions and agencies to resolve park issues. Perform other duties as request.
10	WORKING CONDITIONS This position is physically comfortable; the individual has discretion about walking, standing, etc.
11	MINIMUM EDUCATIONAL REQUIREMENTS Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.
12	MINIMUM EXPERIENCE REQUIREMENTS Six (6) months of administrative or customer service related experience is required.
13	MINIMUM LICENSE REQUIREMENTS
14	PREFERENCES
15	SELECTION/SKILLS TESTS REQUIRED None
16	SAFETY IMPACT POSITION <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, this position is subject to random drug testing and if a promotional position, candidates must pass an assignment drug test.
17	SALARY INFORMATION Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is: Salary Range – Pay Grade 13 \$824. - \$1,154. Biweekly \$21,424 - \$30,004 Annually
18	OPENING DATE June 28, 2006
19	CLOSING DATE July 5, 2006
20	APPLICATION PROCEDURES Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1 st floor. Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 845-1056. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. An equal opportunity employer